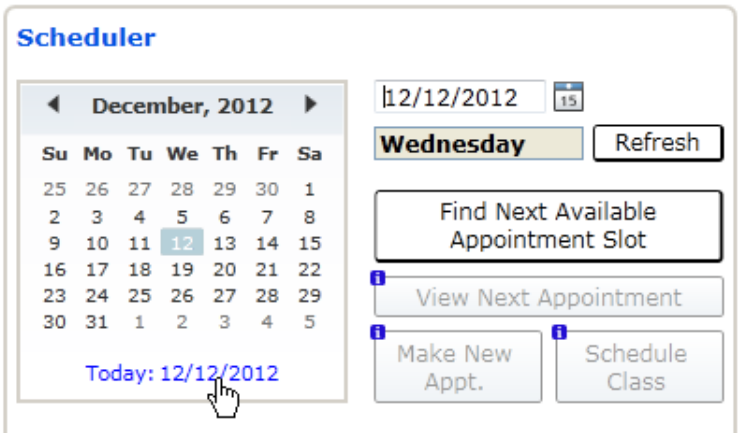
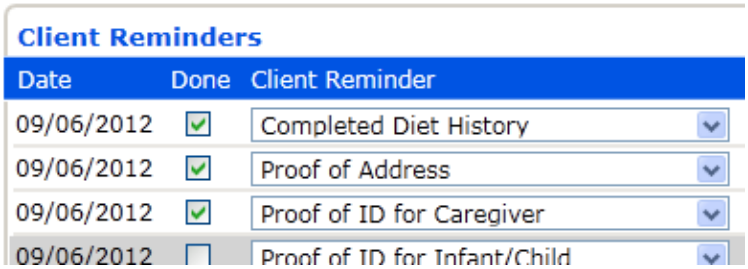
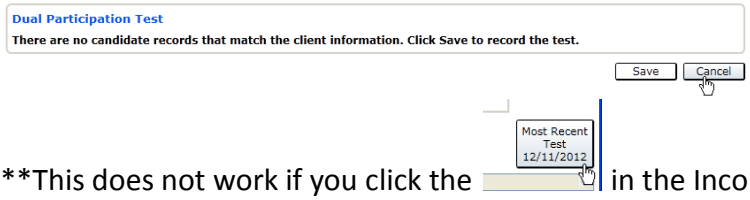
Helpful tips for using the new version of Client Services (.NET)

Question	Answer
1. Where did the Today button go on the Appointment Book?	Click on the Today: XX/XX/XXXX link below the calendar and it will take you to today. 
2. What is the fastest way to delete reminders?	Check all the "Done" boxes as appropriate and click save. This removes the reminder without having to select each row. 
3. What is the fastest way to open the Notices tab for a client?	You can use the Appointment Book as your guide and open groups using the Open Group link. If you are working with phone calls or walk-ins, use the Find Client tab. For quicker searching on the Find Client tab, put in as much information as you can get. For example, instead of just date of birth, add the last name. The more criteria entered the faster the system can look for and bring back your results.

Question	Answer
4. What is the trick with the radio buttons that have the red asterisk? I have a hard time clicking in it!	Placing your mouse at the lower right side of the radio button gives you a better chance at making that selection the first time. It is not guaranteed but your chances are higher it will work the first click!
5. What is a quicker way to move between screens?	If you have made a change on the screen, you can click cancel and then click Yes on the Save? pop-up. The screen will save and close, returning you to your previous screen.  **This does not work if you click the in the Income Screen or Complete Certification, you have to click on save in order to save those two screens.
6. Why are the screens slower?	Moving from the previous version of Client Services to this new .NET version created the opportunity to add new functionality to Client Services. We were able to add Electronic Signature functionality and looking to the future, this will make moving to Electronic Benefit Transfer (EBT) easier. Some tips to help speed things up include: • It is recommended that staff do not use streaming music through the internet during WIC clinic. This uses up computer processing speed. • Make sure your clinic's internet speeds are as fast as possible. This may take a phone call to your County IT department or your Internet Service Provider to see what connection speed you have. If you need assistance with these discussions, please contact the KWIC Help Desk.